



News Bulletin: 21-01  
March 15, 2021

## Manor Alterations News

### Welcome to Our Biweekly News Bulletin

The intent of this news bulletin is to better inform members, realtors and contractors regarding important Manor Alterations issues. It will address specific content and be distributed via email every two weeks. The information shared is not intended to be all inclusive, but many of the topics covered will be explained in greater detail in future editions.

News bulletin topics will address overall news, rules changes in effect or expected changes, expected changes in insurance requirements, new team members and backlog status. Further, the bulletin includes a spreadsheet denoting the status of permits submitted for approval.

This news bulletin is a work in progress. If we have omitted information you believe should be included, please share your feedback by emailing [alterations@vmsinc.org](mailto:alterations@vmsinc.org).

### General Update

Wait times in Manor Alterations for application inquiries, as well as phone and email communications, have been drastically reduced to less than two days. Also, permit issuance time has been reduced across the spectrum of permit types.

A new permit classification system—[Class I, Class II and Class III](#)—has been implemented and staff has established a “conveyor” type system of communication, system information and permit issuance leading to a log for all to view. Please [click here](#) to view the log. Additional information regarding the permit classification system will be shared in future editions.

### Resident Services, Manor Alterations Reopen

#### Appointments only at the Community Center starting March 17.

In anticipation of Orange County moving into the Red Tier, we are pleased to announce the partial reopening of Manor Alterations and Resident Services in the Village Community Center on Wednesday, March 17, **FOR APPOINTMENTS ONLY**.

For important details on how to make an appointment and more, [click here](#).

### Changes to Rules in Effect/Expected Changes

At this time, Manor Alterations is implementing a permitless alterations policy for United Mutual members only. This initiative provides United members the opportunity to make minor

alterations within their manor/unit without the need for a permit. Please [click here](#) or visit [lagunawoodsvillage.com/residents/resident-services#manor-alterations](http://lagunawoodsvillage.com/residents/resident-services#manor-alterations) to view the form.

### **Six-Month Variance Moratorium (United Only)**

Future consideration regarding suspending variance reviews is to go in effect on April 9. No variance moratorium is in place at this time.

### **Track Current Response Times**

Below is the general turnaround time for current correspondence reply and permit processing:

- Return phone call - Two days
- Email - Two to three days
- Completed permit: Five to 14 days, depending on whether permit is Class I, Class II or Class III (Class III requires longer periods of review). Additional information regarding the permit classification system will be shared in future editions.

### **Permit Status**

Please [click here](#) to view permit status, which is updated every two weeks. If your permit is not shown on the spreadsheet, it is not yet in the queue. Please contact us if you believe your permit should be on this list.

### **New Team Members**

- **Operations Specialists:** Noell Ahern, Andrea Cornejo, Kaitlyn Frain and Lauren Olss
- **Third Mutual Inspector:** Richard de la Fuente, AIA
- New Inspector personnel to be considered in the near future

The new team members are undergoing Manor Alterations training and are not up to full speed at this time but are making substantial contributions.

### **Contractors**

Contractors who wish to receive this information via email must provide their address to Lauryn Varnum at [lauryn.varnum@vmsinc.org](mailto:lauryn.varnum@vmsinc.org). Manor Alterations will send this news bulletin to all contractors as long as we have your current email address on file. All inquiries and permit questions must be routed through the Manor Alterations email address, [alterations@vmsinc.org](mailto:alterations@vmsinc.org). Please do not contact Ms. Varnum for Alteration questions or permit status.

Please note the log provides Manor Alterations permit status only. All contractors must consult with the City of Laguna Woods in regard to city-required permits.

It is important you do not exceed the boundary of work defined in the mutual consent. If work is expanded beyond what is permitted, both contractor and member are subject to potential penalties and governance disciplinary action.

## **Insurance Requirements**

At this time, no new insurance requirements have been implemented. Please [click here](#) to review our sample COLI sheet to view our standard requirements.

## **Realtors**

More news is forthcoming in future editions of this bulletin. Manor Alterations wants to encourage owners and realtors to order the first resale inspection as soon as possible to allow for identification of any requirements needed to be completed by the manor owner prior to a closing. This may include but not be limited to the following:

- Non-permitted interior alteration work such as lighting, plumbing and electrical modifications
- Non-permitted exterior common area and exclusive common area work such as pavers, gates and landscaping

Manor Alterations will consider future discussion sessions in which explanations regarding permit processes, first and final inspection reports, and resale closure (from a Manor Alterations perspective) are addressed.